

**Abstract of the Disclosure:**

A system and method of retrieving shipment data uses destination information, as well as the carrier and level of service data models to retrieve the appropriate shipment data which complies with the selected parameters. The delivery commitment systems returns information concerning the number of days, the delivery, the latest time of delivery, whether the delivery is guaranteed based upon selected parameters concerning the origin and destination of the package. Carrier specific data can be stored in a common, carrier-independent form including an origin map, (optional) one or more destination maps, a service token map, a zone token map, and a delivery commitment matrix. Origins and destinations can be defined by five-digit ZIP codes and the service can be identified by a TokenID. Each origin can be mapped to a destination within the destination map, where each destination in the destination map is resolved to a service level index. The desired class of service, as identified by a carrier's TokenID, is resolved in a look-up table to a service column index. The service level index and the service column index are then used as indices into a delivery commitment matrix so as to provide delivery commitment data. Zone mapping is also supported to obtain such delivery commitment data.